



Cisco MX200/MX300 User Guide

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1.0 OVERVIEW

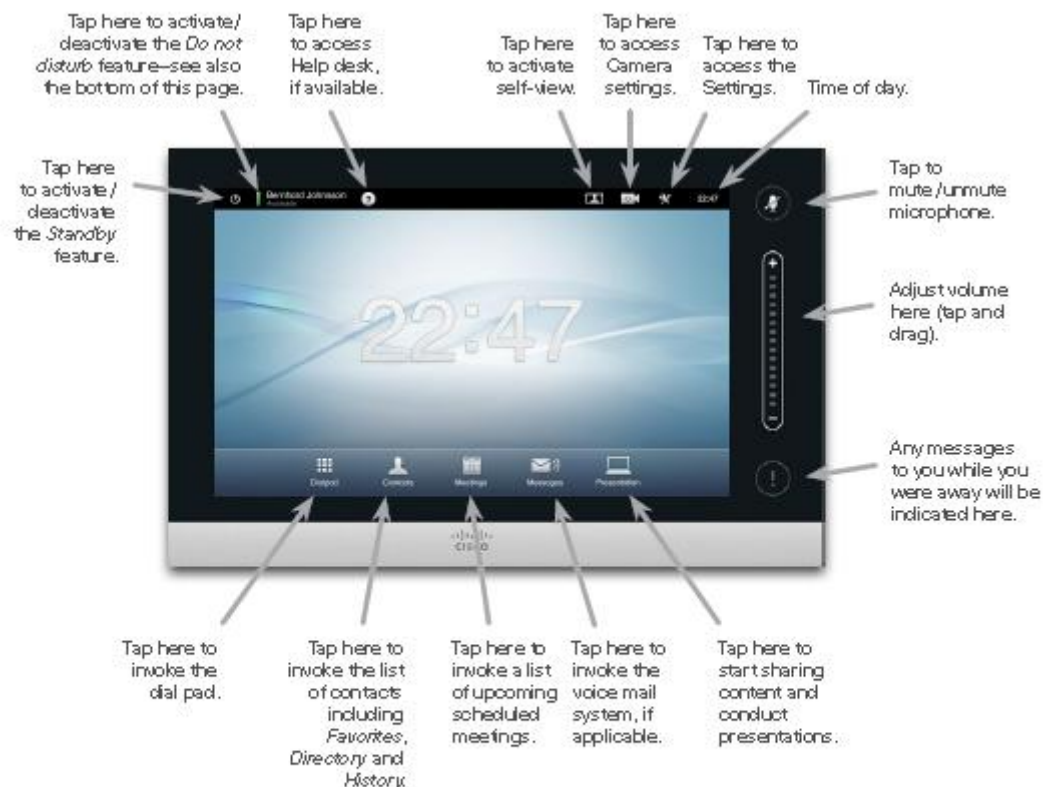
This user guide will provide you with an overview of the Cisco MX200/MX300 videoconference solution and the knowledge to setup and use the equipment.

The main components of the Cisco MX200/MX300 videoconference solution are the Camera, Codec, Ethernet Cable, Microphone, Screen/Monitor, Touch pad and Router. Some units may also have a cart.



1. **Camera** - The built-in camera is a high quality imaging device which transmits images to the screen/monitor.
2. **Codec** - The codec is the central part of the videoconferencing equipment. The main task of the codec is the compression of outgoing video, audio and data, the decompression of the incoming information and the transmission of this information between endpoints. The name codec comes from a combination of the two words compression and decompression.
3. **Microphone** - The table microphone is designed to be located on a flat surface in front of the participant. The microphone cable should always face towards the videoconferencing system. The system will automatically equalize sound levels.
4. **Screen/Monitor** - The screen/monitor displays the far end or the near end image and content as selected by the user.
5. **Router** - When connected to an MBTelehealth drop, the Router provides a secure connection back to the MBTelehealth network.
6. **Touch pad**- The touch pad is used to place calls, adjust the volume, navigate screens and select options. It controls all functions of the videoconferencing equipment. The equipment will not function without the touch pad.

The Cisco MX200/300 Touch Screen



Do not disturb. When set to *Do Not Disturb*, ringtones are muted and call attempts made by others to reach you will appear as missed calls. You may, however, place calls as much as you like. As default, there is a 60 minutes timeout on the *Do not disturb* (after which the system will return to normal operation), but this may have been changed to a different setting by your *System Administrator*.

The **Meetings**, **Messages**, and **Help Desk** items are not currently used at MBTelehealth.

2.0 GENERAL USE

2.1 How to Use the Touch Screen



Tap the touch screen to wake up the system.



Tap a button to activate its function.



Scroll in lists using an up or down sliding motion with your finger.

2.2 Set Up and Use of Videoconference Solution

1. Wake the codec by tapping the touch screen and turn on the video screen/monitor. In a few seconds you will see the home screen.



If the Ethernet cable is connected correctly, you will see a green VPN light on the front of the Router.

2. Place the microphone on the table in front of the participants.

2.3 Self-view

Before the meeting starts we recommend that you check the self-view. The self-view displays an image of your camera view on screen and shows you what you will be sending to the other site.



Tap Self-view 



The position of the selfview will appear as shown above.



The self-view itself will be shown to you as picture-in-picture (PIP) on your screen/monitor.



To move the self-view to a different location, press and hold it with your finger until it turns blue and drag it to one of the positions as indicated on the screen.



If required, you can show selfview as full screen. Tap the selfview box and tap **Maximize**. To turn off full screen, tap inside the box and tap **Minimize**.

2.4 Camera Controls

The camera can be controlled manually or by using Camera Presets.

To adjust the camera manually:



Tap **Camera** to access the camera controls.



Use the **arrows** to move the camera to the desired position and **+/-** to zoom in and out.



Tap outside the menu to exit.

To use camera presets:

Camera presets are useful when images from many different camera positions and video sources are to be viewed by the far end site(s). Presets are used to switch camera positions quickly and easily without having to manually move the camera.



Tap **Camera** to access the camera presets.



Tap the desired preset that you would like to display.
Note: There are 3 standard presets: Sign, participant, room.



Tap anywhere outside the menu to exit.

To add a new camera preset:



Tap **Self-view** if needed, to see the effects of your camera adjustments.



Tap **Camera** to access the camera controls.



Use the arrows and zoom +/- to adjust the camera to desired location.



Tap **Add new Preset**



Key in descriptive name.



Tap **Save** to leave the menu putting changes into effect or tap **Cancel** to leave menu and undo any changes.

To modify an existing preset:

Camera presets will be set up and saved as part of equipment implementation but there may be a need to change or resave presets.



Tap **Self-view**  if needed, to see the effects of your camera adjustments.



Tap Camera  to access the camera controls.



Use the arrows and zoom +/- to adjust the camera.



Tap ▼ next to the preset to be edited.




In the submenu tap **Update to new position**. If you need to delete a preset, tap **remove**.

The MX200/MX300 is set up with three (3) Standard Presets:

1. **Sign** - The first preset is of a sign with the sites name. This is an off screen camera view that allows users to move about the room without being on camera and identifies the sites that are connected.
2. **Participant** (Presenter/Provider/Patient) – This preset is a close up view of the person or persons involved in the event. Whether it is the patient, provider or a presenter, when setting this preset, you want to ensure that the far sites are able to see the person clearly.
3. **Room** –Part of videoconference etiquette includes making the sites you are connected to aware of everyone involved in the event. By setting a preset of the entire room, you can easily identify everyone in attendance and then switch back to preset number 2 as necessary. This preset is also helpful for question and answer periods.


2.5 Microphone

To mute/unmute the microphone: Tap Mic Off  on the touch screen or on the microphone itself. An onscreen indicator will appear when the microphone is off and the button on the microphone will change to red. Tap Mic Off again to unmute; the indicator will turn to green.

2.6 Site to Site Calls

2.6.1 Making video calls to a MBT Site

1

Tap **Contacts**  if the contact list is not shown on your screen.



2

Tap **Directory**. Scroll through the list to find the site (or use the search field as shown in step 3).

3

Tap the search field and start typing the name of the site using the virtual keyboard.




4

Any matches will appear here. Tap to select an entry. The selected entry will appear on a blue background and the call menu will appear.



5

Tap **Call** to connect.
Tap **End**  to disconnect.



Tips: Using the search field:

- The list will keep filtering the sites as you type.
- You can continue scrolling through the list at any time.
- Tap outside the menu to exit at any time.

Tips: Frequently called sites/equipment:

- If you call the same sites from the same equipment you can save the contact to the favourites list on that equipment.
- The next time you need to call the site, look in the favourites list to save from scrolling through the entire address book.



2.6.2 Making video calls to a site outside the MBT network



Use the **ABC** and **123** buttons to toggle back and forth between keyboard and dialpad.



2.6.3 Far End Control (Site to Site)

Taking Far End Camera Control allows you to move the camera at the far end site. Before taking far end camera control, always request permission first and explain why you are taking control. You may need to take far end camera control if:

- There is an unskilled operator at the far end
- The operator requests that you take control
- If the operator isn't able to facilitate the event at their end

To use far end camera control during a Site to Site call:





If you are on the home screen and you do not see the participant box in the middle of the touch screen, tap the “orange” site banner at the top of the screen.



2.7 Multi-Site Event Calls (MCU)

If you are participating in a multi-site event (3 or more participating sites) you will be automatically connected by the MBTelehealth service desk. **Do not** attempt to connect to another location.

2.7.1 Far End Control (Multi-Site)

During Multi-Site calls, the Far End camera controls allow you to control how the other sites are displayed on your screen. (See Tips  below on how to control another site's camera.)

To change the layout in a Multi-Site session:

1



Tap the participant box
Then tap **Camera**.


2



Use the **up/down** arrows to scroll through the layout options.
Use the **forward/backward** arrows to scroll through the sites and display them full screen.



3



Tap the participant box and tap **Turn Off** to return to Near End or tap **Camera**  at the top to return to Near End.



Tips: Layout options

- Use the forward/backward arrow keys to rotate sites around the screen. When a site is in the top left corner of the screen the presenter  icon will appear. In 1-2 seconds the arrow control icon  will appear which will allow you to use your zoom +/- and arrow keys to operate that particular site's camera.
- Use the up/down arrows to bring up a site full screen and then use the forward/backward arrows to scroll through all sites full screen.

2.8 Receiving Video Calls

Your Cisco MX200/MX300 has been configured to automatically accept all incoming connection requests. This means that both site to site connections initiated by another site and multi-site connections will be automatically connected.

You will hear a dial tone that indicates there is an incoming call and your microphone will **automatically mute** so that the connecting site cannot overhear what you are discussing. Once the connection is made, you will need to **unmute your microphone** so that the other site(s) can hear you.

If you do not want to accept an incoming call, press decline if the option is available. Most systems have been configured to automatically accept calls.



If you are participating in a multi-site event (3 or more participating sites) you will be automatically connected by the MBTelehealth service desk. Do not attempt to connect to another location.

2.9 Volume



Tap and drag your finger up and down on the volume control to increase or decrease the volume.

2.10 Participant List

Participant List – For information only

Tap the dot that is *not shown in white* just above the row of buttons at the bottom of the touch pad to invoke a list of participants (a). Alternatively, swipe your finger horizontally across the screen (b). During a multi-site call you will see your site as well as the service desk. During a site-to-site call you will see your site and the other site listed. There are layout options that may be visible (equal, prominent, overlay, single) but they are not currently in use. Tap the other dot to return to the initial state.



3.0 SHARING CONTENT – PERIPHERAL DEVICES

The MX200/MX300 allows for users to display additional video sources through a single DVI port connection.

The instructions below show users how to connect a Laptop or Patient camera individually and how to manage a set up where both may be required at different times.

To connect a laptop to the videoconferencing equipment:

1. Using a VGA/ DVI cable, connect the DVI end to the DVI-I in at the back of the codec.
2. Connect the VGA end to the matching port on the laptop.
3. Turn the laptop on.



To start your presentation:



Tap **Presentation** and tap **Present**. Tap **Stop Presenting** when finished to return to main camera view.



Tap **Layout** to see the layout options



Select your preferred layout by tapping it. (Equal, Prominent, Overlay, Single)



If you see the message “PC Not Connected” do the following: on the laptop keyboard, press the Function key (**Fn**) and the appropriate F key (often F4, F5, F8 or F10) simultaneously. A display options menu will appear, select the option to display on both. .



To connect a Patient Camera to the videoconferencing equipment:

Using a DVI/ DVI cable, connect one end of the DVI cable to the back of the codec and the other to the matching port on the GlobalMed TotalExam HD Patient Camera.



Tap **Presentation (a)** and tap **Present**. You should now see the Patient Camera image displayed on the video conference monitor. Scroll horizontally (b) to locate the presentation source if required.





- To display the PC/Patient Camera full screen for your site tap **Selfview** and tap **Maximize**. Tap **Minimize** to return to the previous view.
- You can use your presets at any time by tapping **Camera** and tapping the desired **Preset**.

When both a Laptop and a Patient Camera will be used with the videoconferencing equipment:

The instructions identified above will still be relevant but the addition of a Male to Female DVI cable will be added to the solution set up. The addition of this cable will allow for easy access and switching between the two peripheral devices.

The cable will be connected to the back of the codec with the Female end accessible for easy connection of a DVI/VGA cable for laptops and a DVI/DVI cable for the patient camera.

Turn on the Patient Camera.
Tap **Presentation** and tap **Present**.
Scroll horizontally to locate the presentation source if required.



Dual Video (Not currently in Use)

The MX200/MX300 also supports dual video streams. With dual video stream you can view two different live video streams simultaneously; the main video and one additional source. This could for example be both a PC presentation and the person who gives the presentation.

If the connecting video system does not support dual video stream, no second video stream will be established for this system and the PC presentation will be shown as the main video.

4.0 TROUBLESHOOTING

4.1 Audio Issues

Issue	Possible Cause(s)	Resolution
Far-end site unable to hear you	<ul style="list-style-type: none"> Your microphone is muted Your microphone is obstructed or too far from the person speaking 	<ul style="list-style-type: none"> Un-mute your microphone Check microphone and ensure it points towards the person speaking
Unable to hear far-end site	<ul style="list-style-type: none"> Microphone is muted at far end site Near end monitor and/or codec Volume is too low 	<ul style="list-style-type: none"> Try to instruct far site to un-mute their microphone Increase the volume on the monitor and/or the codec
Audio distortion from far-end site	<ul style="list-style-type: none"> Far site monitor volume is too high 	<ul style="list-style-type: none"> Turn down the volume on the far end monitor
Echo or distortion at near-end when people speaking	<ul style="list-style-type: none"> Far-end microphone is situated too close to the monitor Speaker/volume is too high on far-end monitor 	<ul style="list-style-type: none"> Ask to move microphone further away from monitor Ask far-end site to turn volume down on their monitor.

4.2 Video Issues

Issue	Possible Cause(s)	Resolution
Picture is blank on the monitor	<ul style="list-style-type: none"> System has gone into “sleep” mode Monitor has been powered off Monitor input has changed 	<ul style="list-style-type: none"> Tap the Touch pad and the system will reactivate in normal mode. Turn the monitor on Check to see if the monitor input has been changed (using the select or input button on the TV Monitor)
Near-end site unable to hear or see the picture from far-end peripheral	<ul style="list-style-type: none"> Proper input has not been selected Cables are not properly connected 	<ul style="list-style-type: none"> Check for correct input selection on remote control Check that output from laptop patient camera, VCR, or document camera are connected properly



If you are experiencing any problems with the videoconferencing equipment or have any questions, please contact the MBTelehealth Service Desk for assistance:

Winnipeg or outside of Manitoba

Phone: (204) 975-7714 Option 1

Outside of Winnipeg (within Manitoba only)

Phone: 1-866-667-9891 (toll free) Option 1

5.0 ADDITIONAL TRAINING INFORMATION

For additional information on videoconference equipment visit www.mbtelehealth.ca or contact your Facilitator-eHealth Solutions.

6.0 VIDEOCONFERENCING ETIQUETTE

The following tips on videoconferencing etiquette will help prepare you for a successful session:

- ✓ Assume that people can see and hear you as the Camera and Microphone are always “Live”.
- ✓ Identify yourself and anyone else in the room to the client.
- ✓ Speak directly towards the microphone and use your normal speaking voice.
- ✓ Try to avoid a lot of movement or shuffling of papers as this may affect the quality of the sound transmission.
- ✓ Due to the audio delay, pause for clients to ask or answer questions or when they have comments.
- ✓ Always ensure there are no further questions and that the client is aware of follow-up instructions before signing off.